

SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Provider Number | Hospital Name | Address 1 |
|-----------------|---|-------------------------------|
| 430016 | AVERA MCKENNAN HOSPITAL & UNIVERSITY HEALTH CENTER | 800 E 21ST ST |
| 430027 | SANFORD USD MEDICAL CENTER | 1305 W 18TH ST PO BOX 5039 |
| 430090 | SIOUX FALLS SURGICAL HOSPITAL LLP | 910 EAST 20TH STREET |
| 430095 | AVERA HEART HOSPITAL OF SOUTH DAKOTA LLC | 4500 W 69TH ST |

SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Address 2 | Address 3 | City | State |
|-----------|-----------|-------------|-------|
| | | SIOUX FALLS | SD |
| | | SIOUX FALLS | SD |
| | | SIOUX FALLS | SD |
| | | SIOUX FALLS | SD |

SF comparison - all

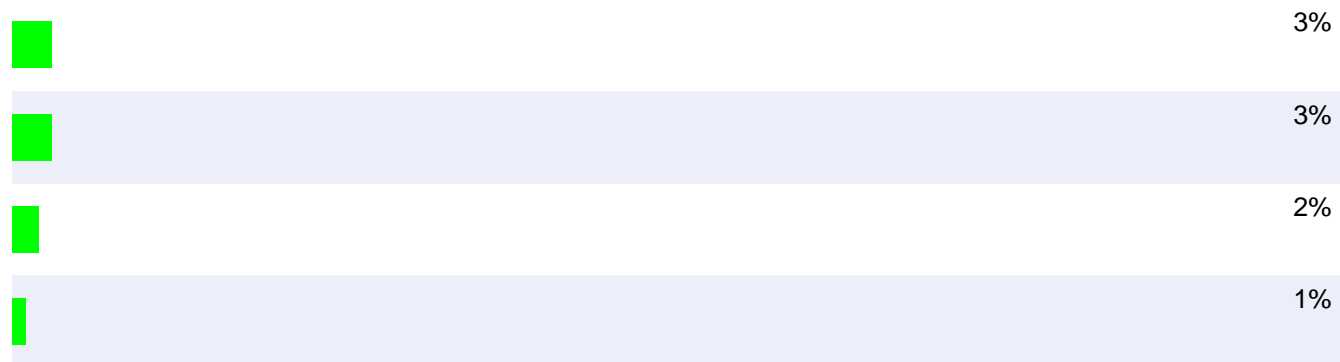
Based on Survey of Patients' Hospital Experiences (HCAHPS)

| ZIP Code | County Name | Phone Number |
|----------|-------------|--------------|
| 57117 | MINNEHAHA | 6053228000 |
| 57117 | MINNEHAHA | 6053331000 |
| 57105 | MINNEHAHA | 6053346730 |
| 57108 | MINNEHAHA | 6059777000 |

SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

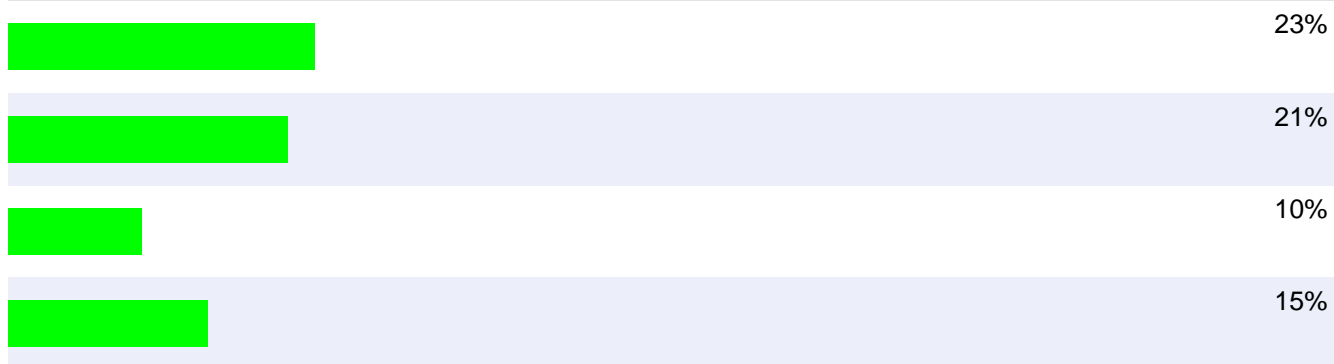
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



SF comparison - all

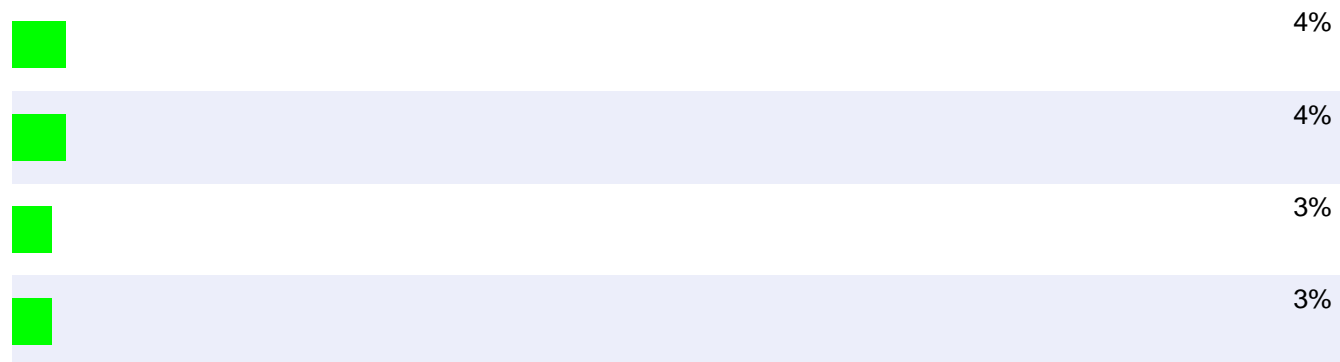
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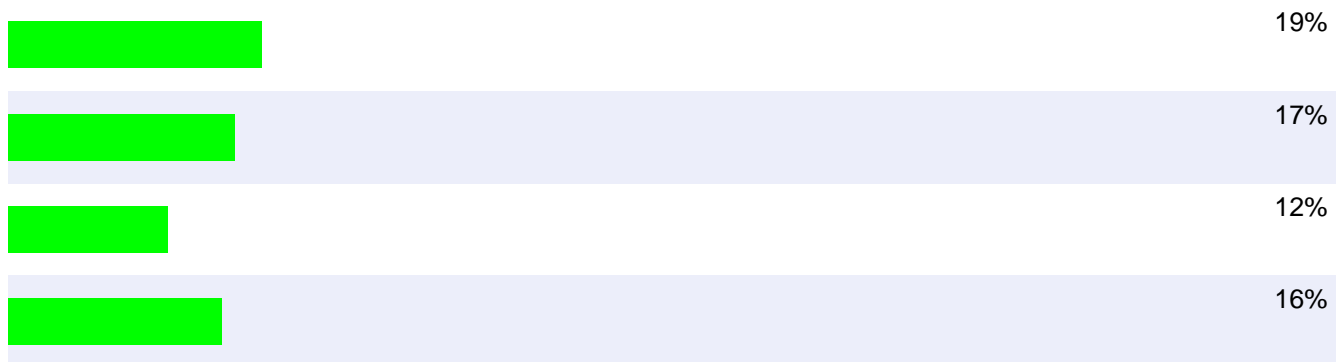
Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

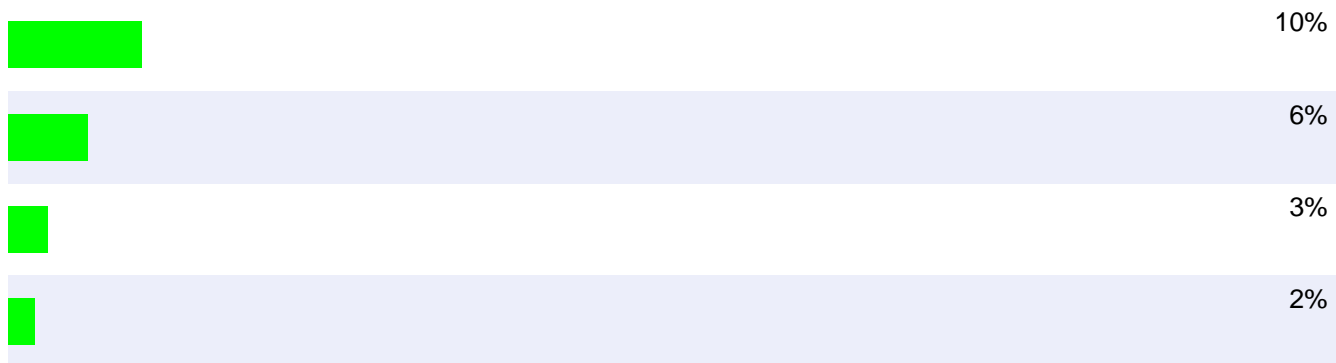
Percent of patients who reported that their doctors "Always" communicated well.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

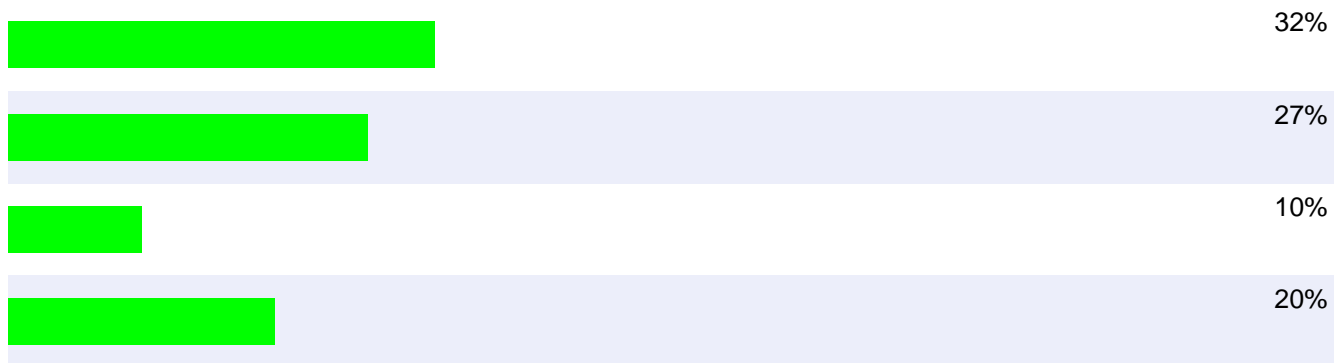
Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

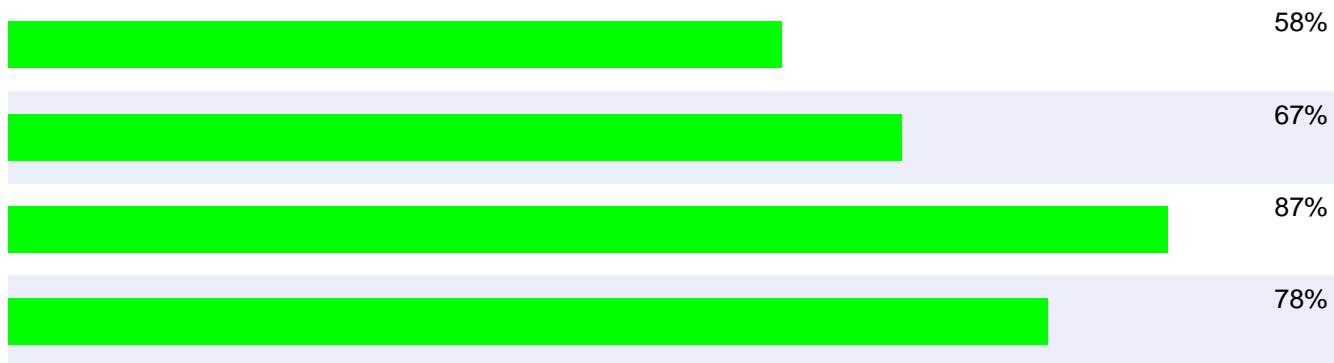
Percent of patients who reported that they "Usually" received help as soon as they wanted.



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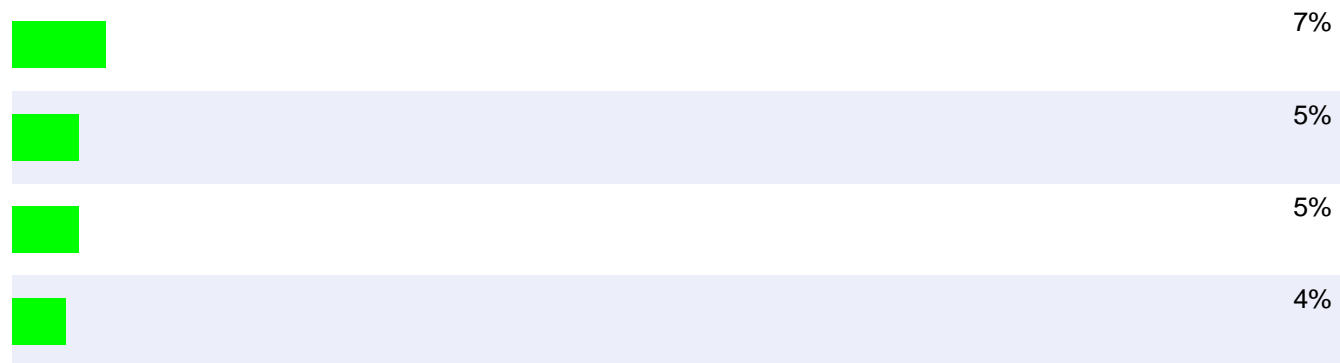
Percent of patients who reported that they "Always" received help as soon as they wanted.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

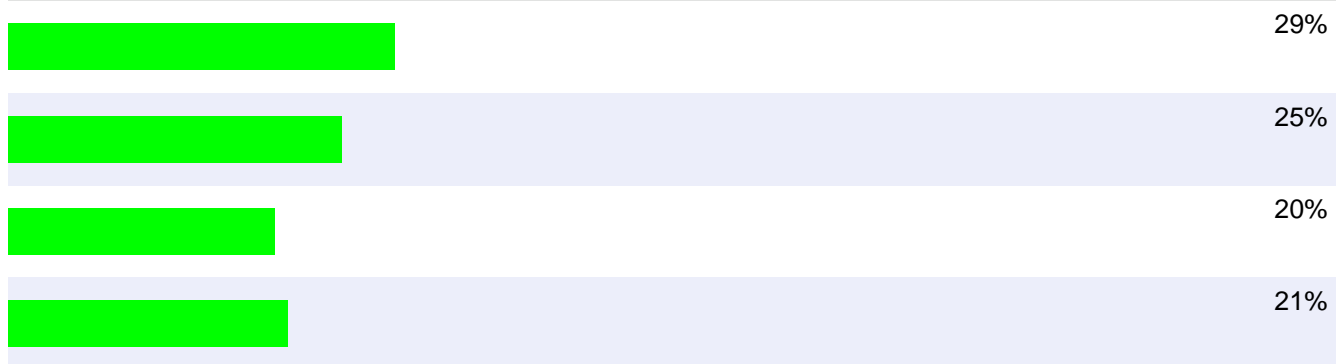
Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



SF comparison - all

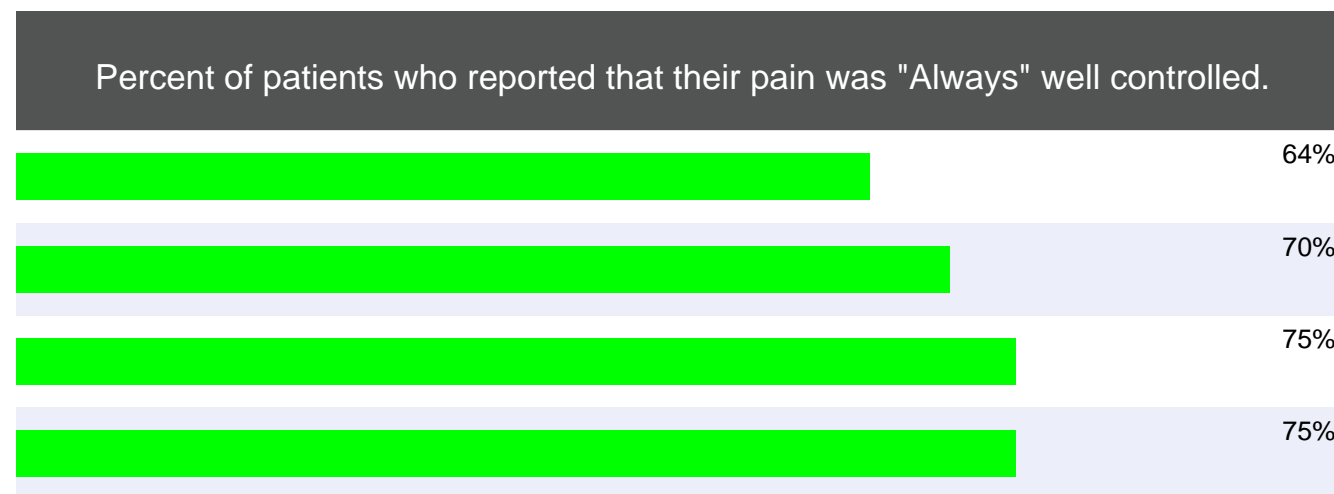
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their pain was "Usually" well controlled.



SF comparison - all

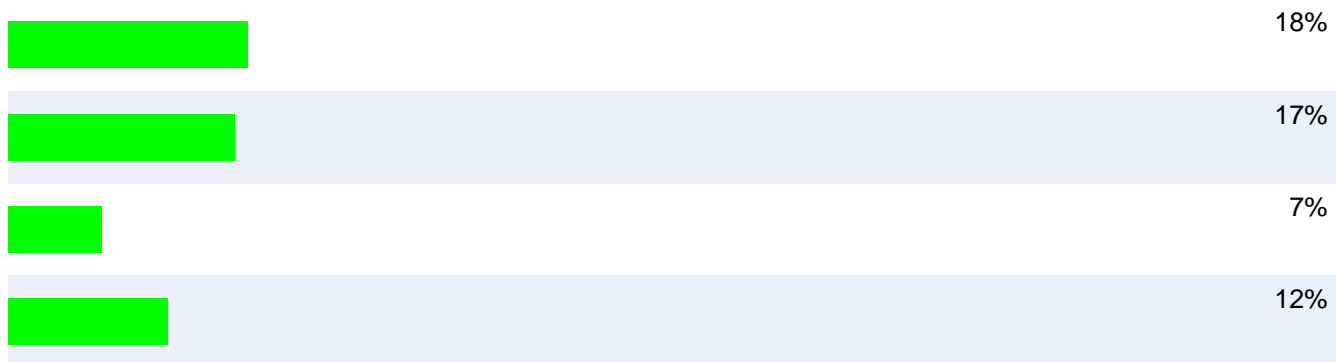
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

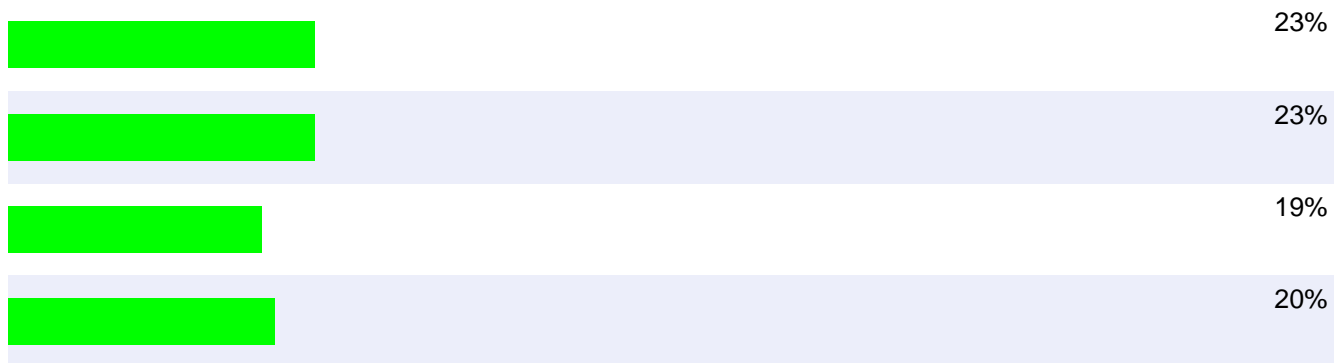
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

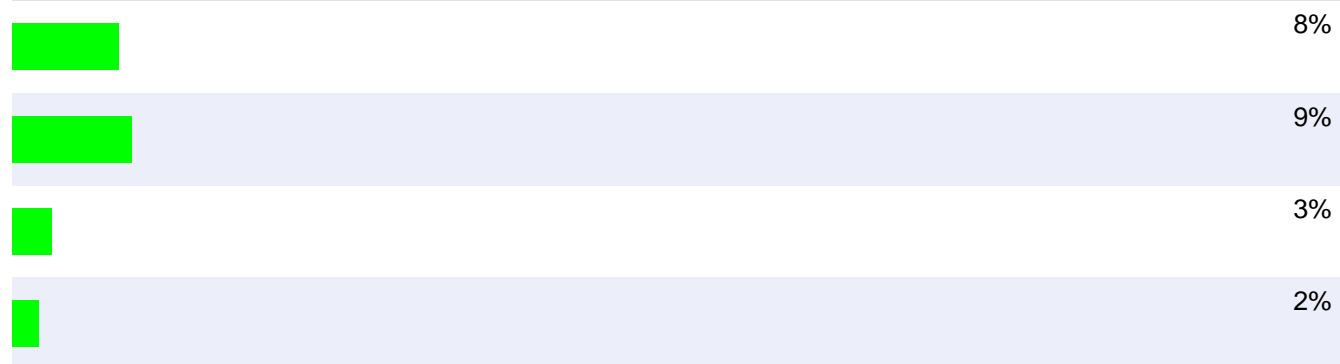
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

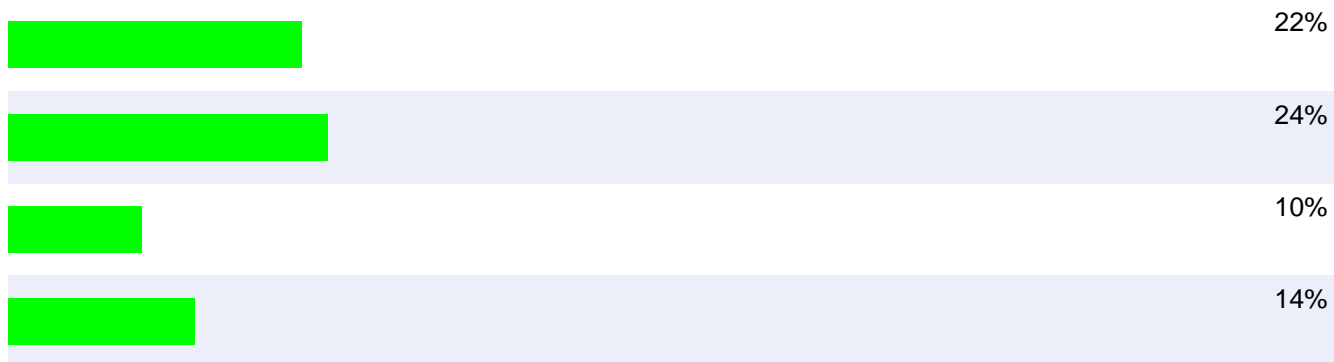
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Percent of patients who reported that their room and bathroom were "Usually" clean.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

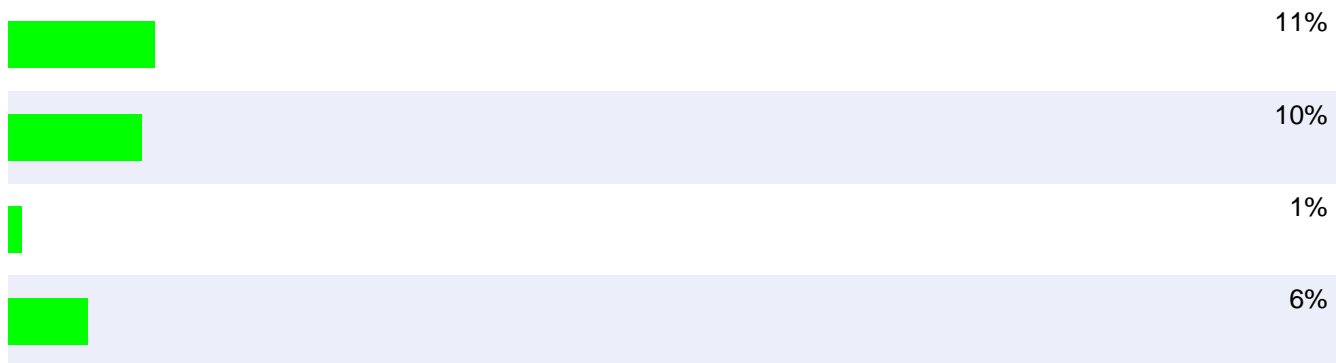
Percent of patients who reported that their room and bathroom were "Always" clean.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

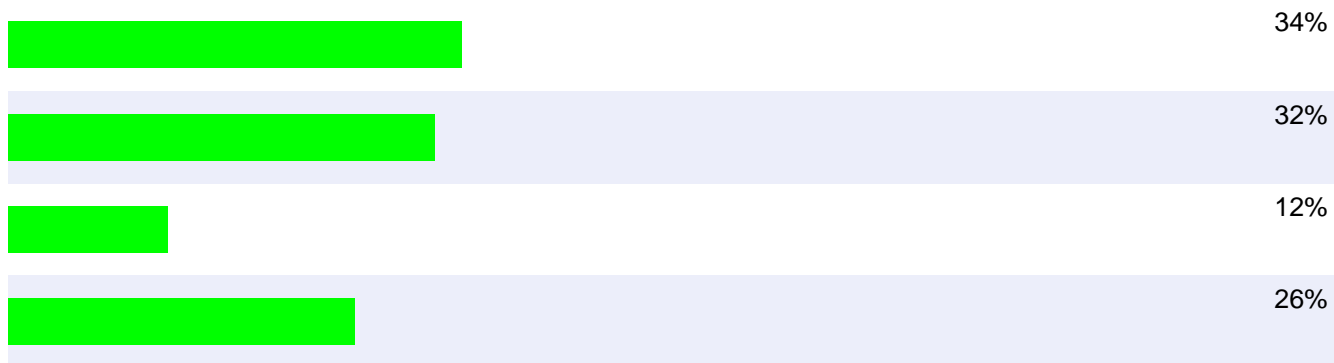
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

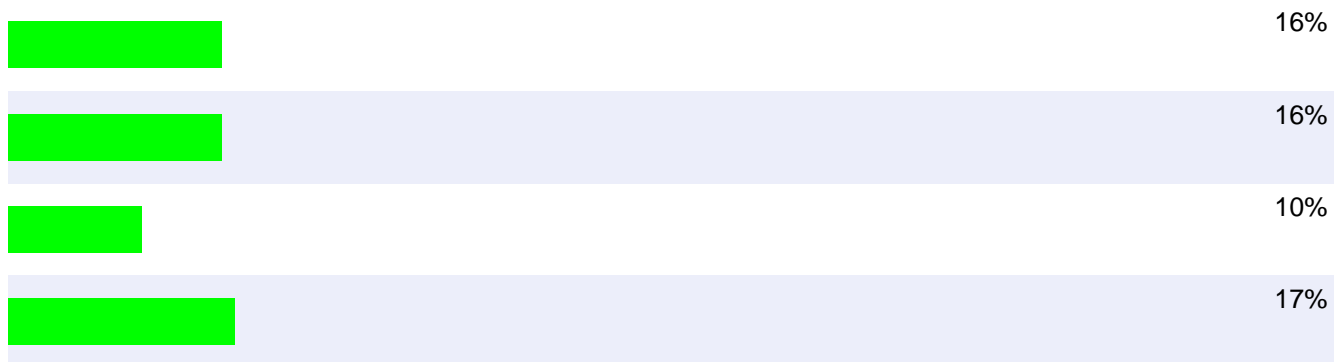
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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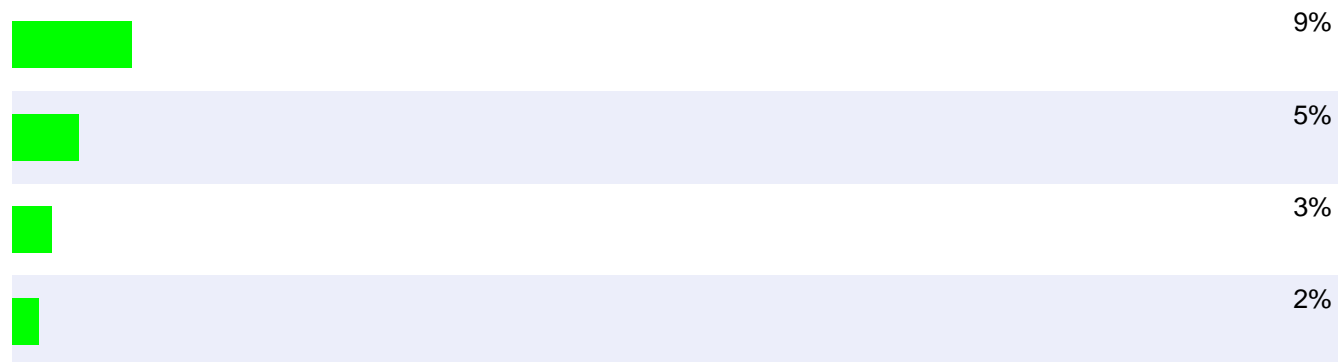
Percent of patients who reported that they were not given information about what to do during their recovery at home.



SF comparison - all

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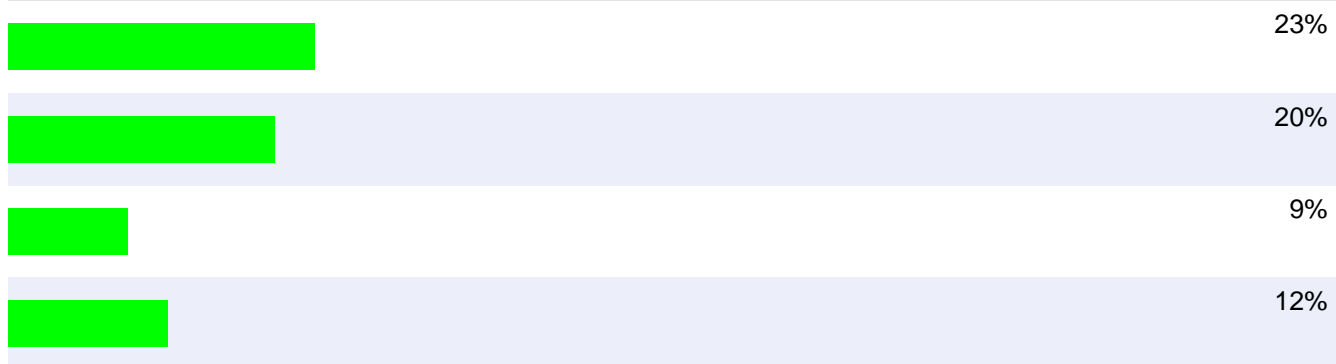
Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0 (lowest) to 10 (highest).



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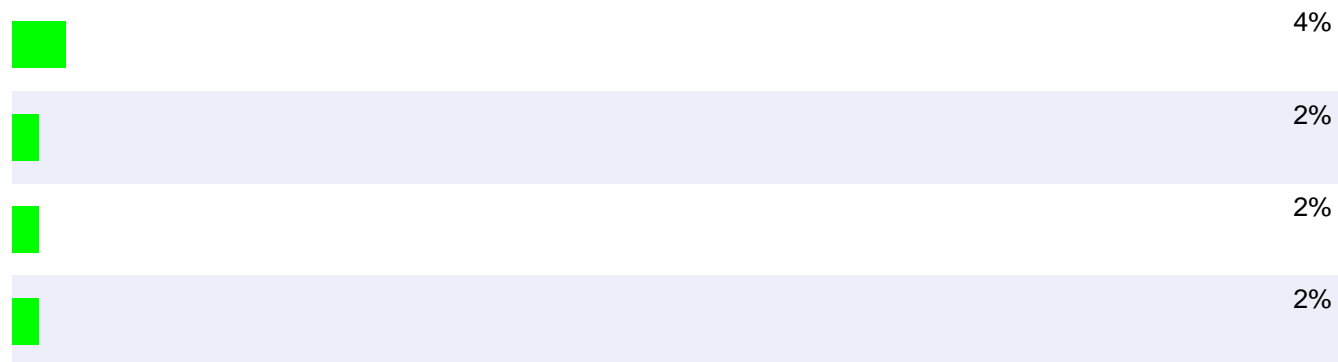
Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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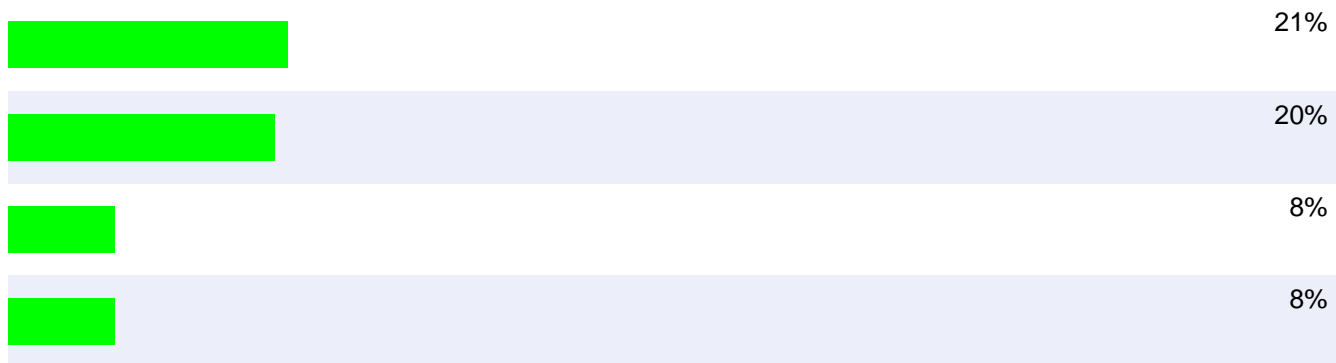
Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



SF comparison - all

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES, they would definitely recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Number of Completed Surveys

300 or more





300 or more

300 or more

300 or more

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| Survey Response Rate Percent | Survey Footnote |
|---|-----------------|
|  | 41% |
|  | 47% |
|  | 73% |
|  | 57% |

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Hospital Footnote